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March 8, 2004

BY HAND AND ELECTRONIC MAIL

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

Re: Blackstone Gas Company – 2003 SQ Report, DTE 04-14

Dear Secretary Cottrell:

Enclosed for information purposes is the 2003 Service Quality Annual Report for Blackstone Gas Company ("Company"). The Company is not subject to the SQ penalty provisions of the Guidelines. Order DTE 03-12 at pp. 3-4. If the Company were subject to the penalty/offset provisions, it would have a net off-set which exceeds the small penalty for Consumer Division cases.

The Company objects to the classification of Consumer Division customer complaints as a "case" where the Company is not found to have been at fault. This year the two Consumer Division "cases" recorded were credit cases where the customers were in arrears. One case was opened and closed within twenty-four hours per the records of the Consumer Division. The other case was opened and closed within one month. Neither of these matters should have been recorded as a "case."

If you have any questions, please contact the undersigned.

Very truly yours,



Andrew J. Newman

AJN/lms

Mary L. Cottrell, Secretary

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Enclosure

cc: Jody Stiefel, Hearing Officer
George Yiankos, Director Gas Division
Kevin Brannelly, Director Rates and Revenue
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